



OR



- ½ day workshop
- April 15, 2004
- 8:30 a.m. to Noon
- \$75/person
- Room 3086, JFB
- Send registration to the  
Seattle Federal  
Executive Board by  
April 5th



## Seattle Federal

915 Second Ave., Rm. 2942  
Seattle, WA 98174  
Phone: (206) 220-6171  
Fax: (206) 220-6132  
[www.seattle.feb.gov](http://www.seattle.feb.gov)  
[sfeb@mindspring.com](mailto:sfeb@mindspring.com)

# Conflict Resolution Workshop

April 15, 2004 in Room 3086 of the Jackson Federal Building  
915 Second Ave., Seattle, Washington

8:30 a.m. – 12 noon; \$75 per person

## Presented by the Seattle Federal Executive Board

Does someone know how to push your buttons? Is someone at work getting on your very last nerve? Now, picture yourself successfully dealing with the situation as well as the day to day pressures of your job. You can learn how by attending this ½ day session on conflict resolution. You'll get practical experience in active listening skills to reflect, reframe and clarify issues as well as exercises to help you analyze conflict situations, explore the interests of yourself and others, and develop options to meet those interests. You will learn:

- How to get really mad without tanking your career
- How to respond productively to upsets
- How to negotiate to get what you need at work or home
- How to gather the courage to confront problems

Fax or mail your registration along with payment of \$75 today to the Seattle Federal Executive Board. Seating is limited. Reservations must be received by April 5, 2004. No refunds after April 5<sup>th</sup>. Substitutions will be accepted after the deadline. Agencies/Attendees will be billed for "no-shows."

-----  
Name\_\_\_\_\_

Agency\_\_\_\_\_

Address\_\_\_\_\_

City/Zip\_\_\_\_\_Email\_\_\_\_\_

Phone\_\_\_\_\_Fax\_\_\_\_\_

SFEB requests that agencies pre-pay if possible, as provided by 5 U.S.C. Chapter 41. Reasonable arrangements for persons with disabilities will be made, if requested at least two weeks in advance. CALL SFEB at (206) 220-6171.